

CLAIMS

Although Applicant has not amended any claims by this Response, the following listing of claims is presented here for convenience of the Examiner. This listing of claims will replace all versions and listings of claims previously submitted in the present application:

Listing of Claims:

Claim 1 (Previously Presented): A method for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the method comprising:

accessing a customer account record based on a customer account identifier input by the field service provider;

accessing a data-type record of the customer record, the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in a plurality of languages;

selecting from the data-type record customized advisory information formatted to a language associated with the field service provider, the language being selected from one of the plurality of languages; and

presenting the customized advisory information to the field service provider through the network device.

Claim 2 (Previously Presented): A method as defined in claim 1, wherein the language associated with the field service provider is a natural language and the customized advisory information selected by the selecting act is formatted in the natural language.

Claim 3 (Original): A method as defined in claim 1, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

Claim 4 (Original): A method as defined in claim 1, wherein the customer account identifier is associated with a destination facility.

Claim 5 (Original): A method as defined in claim 4, wherein the presenting act comprises:
transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

Claim 6 (Original): A method as defined in claim 4, wherein the customer account identifier is associated with a utility device at the destination facility.

Claim 7 (Original): A method as defined in claim 1 further comprising:
formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

Claim 8 (Original): A method as defined in claim 7, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

Claim 9 (Previously Presented): A method as defined in claim 7, wherein the selecting act comprises:
determining the language in which the customized advisory information is formatted based on a provider identifier input by the field service provider.

Claim 10 (Original): A method as defined in claim 1 further comprising:

- prior to the accessing a customer account record act,
- receiving collected data associated with a data type;
- generating a data conclusion based on an analysis between the collected data and an advisory rule corresponding to the data type;
- mapping the data conclusion to the advisory information; and
- storing the advisory information in a storage module including one or more customer account records each including one or more data-type records.

Claim 11 (Original): A method as defined in claim 10, wherein the storing act comprises:

- selectively storing the advisory information in a customer account record based on a customer account identifier associated with the collected data from which the advisory information is generated; and
- selectively storing the advisory information in a data-type record of the customer account record based on the data type associated with the collected data from which the advisory information is generated.

Claim 12 (Previously Presented): A method for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the network advisory system receiving collected data associated with a data type and related to a destination facility and generating data conclusions based on an analysis between the collected data and an advisory rule corresponding to the data type, the method comprising:

- receiving an provider identifier associated with the field service provider;
- receiving a customer account identifier associated with a customer to which a service is to be provided by the field service provider;
- selecting a specific data conclusion based on the customer account identifier;
- mapping the specific data conclusion to advisory information customized to a language format associated with the field service provider as specified by the provider identifier; and
- presenting the customized advisory information to the field service provider through the network device.

Claim 13 (Original): A method as defined in claim 12, wherein the field service provider is a person associated with a natural language and the customized advisory information is formatted in the natural language.

Claim 14 (Original): A method as defined in claim 12, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information is formatted in the computer-based language.

Claim 15 (Original): A method as defined in claim 12, wherein the receiving a customer account identifier act comprises:

- receiving a customer account identifier identifying a destination facility at which the service is to be provided.

Claim 16 (Original): A method as defined in claim 15, wherein the presenting act comprises:
transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

Claim 17 (Previously Presented): A method as defined in claim 15, wherein the destination facility is associated with a customer of a service providing company employing the field service provider to provide the service to the customer on behalf of the service providing company.

Claim 18 (Original): A method as defined in claim 15, wherein the destination facility is associated with a service providing company.

Claim 19 (Original): A method as defined in claim 12 further comprising:
formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

Claim 20 (Original): A method as defined in claim 19 wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

Claim 21 (Previously Presented): A network advisory system for providing customized advisory information to a field service provider accessing the network advisory system via a network device, the system comprising:

a data collector receiving collected data related to a destination facility, the collected data being associated with a data type;

an advisory module receiving the collected data from the data collector and generating advisory information from the collected data;

a database storing the generated advisory information in a plurality of language formats;

a registration/communication module receiving a provider identifier associated with the field service provider; and

means for selecting advisory information from the database for presentation to the field service provider, wherein the selecting means selects the advisory information in one of the plurality of language formats based on the provider identifier, and wherein the registration/communication module presents the customized advisory information to the field service provider.

Claim 22 (Canceled).

Claim 23 (Previously Presented): A network advisory system as defined in claim 21, wherein the selected one of the plurality of language formats is a natural language.

Claim 24 (Previously Presented): A network advisory system as defined in claim 21, wherein the selected one of the plurality of language formats is a computer-based language.

Claim 25 (Previously Presented): A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the computer process comprising:

- accessing a customer account record based on a customer account identifier input by the field service provider;

- accessing a data-type record of the customer record, the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in a plurality of languages;

- selecting from the data-type record customized advisory information formatted to a language associated with the field service provider, the language being selected from one of the plurality of languages; and

- presenting the customized advisory information to the field service provider through the network device.

Claim 26 (Previously Presented): The computer process in the computer program product of claim 25, wherein the language associated with the field service provider is a natural language and the customized advisory information is formatted in the natural language.

Claim 27 (Original): The computer process in the computer program product of claim 25, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

Claim 28 (Original): The computer process in the computer program product of claim 25, wherein the customer account identifier is associated with a destination facility.

Claim 29 (Original) The computer process in the computer program product of claim 28, wherein the presenting act comprises:

transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

Claim 30 (Original): The computer process in the computer program product of claim 28, wherein the customer account identifier is associated with a utility device at the destination facility.

Claim 31 (Original): The computer process in the computer program product of claim 25, the computer process further comprising;

formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

Claim 32 (Original): The computer process in the computer program product of claim 31, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

Claim 33 (Previously Presented): The computer process in the computer program product of claim 31, wherein the selecting act comprises:

determining the language in which the customized advisory information is formatted based on a provider identifier input by the field service provider.

Claim 34 (Original): The computer process in the computer program product of claim 25, the computer process further comprising:

- prior to the accessing a customer account record act,
- receiving collected data associated with a data type;
- generating a data conclusion based on an analysis between the collected data and an advisory rule corresponding to the data type;
- mapping the data conclusion to the advisory information; and
- storing the advisory information in a storage module including one or more customer account records each including one or more data-type records.

Claim 35 (Original): The computer process in the computer program product of claim 34, wherein the storing act comprises:

- selectively storing the advisory information in a customer account record based on a customer account identifier associated with the collected data from which the advisory information is generated; and
- selectively storing the advisory information in a data-type record of the customer account record based on the data type associated with the collected data from which the advisory information is generated.